



careLearning Proposal For
Mangum Regional Medical Center

September 28th, 2022

Tony Wegmann
Client Engagement Specialist
866-617-3904
304-353-9754 Direct Line
twegmann@carelearning.com

careLearning
eLearning. Real-World Advantages.

www.careLearning.com

Executive Summary

careLearning is an online education company designed to help healthcare organizations by providing reliable, trusted, and easily accessible talent management and education solutions. *careLearning* is a nonprofit organization formed and operated by over 40 hospital associations. From the very first year to today, our company has experienced a steady growth year after year, and our customer retention rate is consistently 95% or above. Our clientele is diverse – from critical access hospitals to large academic medical centers; from primary care centers to nurse staffing agencies. With all of the buyouts and company closures in the e-learning industry, state hospital associations are committed to serving healthcare providers well into the future.

We will provide a comprehensive, online education management program that consists of the following:

- Learning Management System
- Compliance Education
- Full Course Catalog for Healthcare
- Course Creation and Review Tools
- Course Sharing Library
- Full-time Technical Support and Training for *careLearning* Administrator

This will assist your facility with resource-saving educational solutions:

- Keeping education consistent, up-to-date, and meeting regulatory requirements by entities such as The Joint Commission, OSHA, CMS, and more.
- Automatic distribution of education based on job role, department, new hire status, or custom groups.
- Provide means of quick audit reports/materials.
- Simplifying communication on individualized education requirements among employees, contractors, supervisors, educators, and executive staff.
- Streamlining resource-intensive new employee orientation practices.
- Ability to easily and quickly customize educational materials.
- Access to thousands of courses created and used by *careLearning* clients nationally.
- Tracking of not only online education, but also live education, expiration date tracking of certification, licensures, etc.

Courses— Key Features

The *careLearning* Learning Management System comes with the Silver Course Package and Continuing Education Package. For just a few dollars more you can upgrade and receive courses from the Gold Package or add HCAHPS Survey Education. These courses will assist your facility in meeting training requirements for OSHA, CMS, The Joint Commission, and other regulatory bodies and accrediting organizations. Here are some options that you can take advantage of while utilizing these courses:

Interactive Learning

If you have not had a chance to view these courses, request a free demo at any time! They are extremely interactive and provide:

- Professional Narration
- Closed Captioning
- Quizzes throughout to help engage learners and reinforce learning
- Media-Rich Content



Customized Content

Add facility-specific material to the courses at no additional charge! This is ideal for bringing awareness to others about the designees and experts in your facility or policies pertaining to the course topics.

Pre-Testing

Save time and resources by allowing staff an opportunity to demonstrate their knowledge and possibly test-out of the course. Pre-testing can be turned on per course and learners will be presented with the test when initially entering the classroom. Should they receive a passing grade, they will be deemed competent in that topic and can move on to spend more time on areas that might be less familiar. Should they not receive a passing grade, the course will provide the training they need and give them another opportunity to show their knowledge on the post-test. Many facilities use this option for seasoned employees only, thus mandating new employees participate fully in the content.

Add-On Courses

Other courses are available to assist with acquiring continuing education and knowledge in healthcare specific topics. These courses have different features than the courses in the Silver and Gold Packages but are an affordable way to make sure that your employees easily meet their educational needs throughout the year.

Take them anytime, anywhere, from any internet-connected device.

LMS Course Packages – Detail Listing

Silver – Health and Safety Series*

Abuse, Neglect, and Exploitation

- Identification, Assessment, Signs, Reporting
- Physical, Emotional, Sexual, Financial, Domestic, Neglect, Elder

Bloodborne Pathogens

- Standard Precautions, Exposure Control Plan
- Prevention of Sharps Injuries, Indirect Exposures
- Spills, Medical Waste, Post Exposure

Emergency Preparedness

- Four core elements of an Emergency Preparedness Program, differentiate between a Warning and Watch

Electrical Safety

- Electrical Basics, Electric Shock, Prevention of Electrical Accidents, Lockout/Tagout

Fire Safety

- Fire Hazards, Fire Classifications
- Safety Plan, RACE, Using a Fire Extinguisher

Hand Hygiene

- Spread of Pathogens
- Handwashing and alcohol-based hand rub guidelines

Hazard Communication

- Hazard Communication program
- Hazardous Chemical Lists, SDS, container labeling

Infection Control for Non-Clinical Employees

- Standard and Transmission-Based Precautions, Bloodborne Pathogens, Direct/Indirect contact
- Spills, Medical Waste, TB, Post Exposure

Influenza

- Signs and Symptoms, How Flu Spreads, Populations at risk, Prevention strategies

Isolation and Standard Precautions

- Standard and Transmission-Based Precautions

Medical Radiation Safety

- Radiation Basics, Radiation sources, Minimizing and Monitoring Exposure, Contamination, MRI

Medication Administration

- Standard Precautions, “Rights” of Medication Administration
- Oral, Injectable, Intravenous Medications and Safe Practices for Administration
- Documentation, Education
- Adverse Drug Reaction, Medication Error

Moving, Lifting, and Repetitive Motion

- Safe Lifting and Moving Guidelines, Mechanical Aids and Assistive Devices, Repetitive Motion, Prevention of Injuries, Reporting

Patient Rights

- Notice of Rights, Right to Treatment, Communication, Informed Consent, Privacy, Safety, Visitation, File a Complaint, Advance Directives, Code of Ethics

Population Specific Care – Adults

- Care of young to middle adult and elderly care

Population Specific Care – Pediatrics

- Care of infants, school-aged and adolescent children

Restraint (Optional Seclusion Module)

- Definition, Alternatives, Monitoring, Assessment, Order, Documentation, Reporting

Slips, Trips, and Falls

- Prevention, Reporting

Tuberculosis Prevention

- Risk, Prevention, Symptoms, Diagnosis, Testing, Treatment, Unprotected Contact, Monitoring

Gold – Rights and Responsibilities Series*

(Includes all titles from Health and Safety Series)

Combating Medicare Parts C & D Fraud, Waste and Abuse

- FWA in the Medicare Program; Laws and regulations; Consequences and penalties
- Prevention, reporting, correction

Cultural Competence in the Workplace

- Culture, Cultural Awareness, Imposition and Sensitivity
- CLAS Standards

Customer Service

- Meet Customer Expectations, Positive Attitude, Active Listening, Handle Stressful Service Encounters, Internal Customer Service, Workplace Conflict, Bullying

EMTALA

- Signage, Medical Screening Examination, Treatment and Transfer, Delay in Examination or Treatment; Refusal to Consent
- Availability of On-Call Physicians, Penalties, Central Log

FACTA Red Flags

- Identity Theft Prevention Program, FACTA Requirements

HIPAA

- The Privacy Rule and PHI, Covered Entities and Business Associates, Uses and Disclosures, Administrative Requirements, Privacy Practices Notice
- The Security Rule, HITECH Act, Safeguards, Penalties

Medicare Fraud & Abuse: Prevent, Detect, Report

- Fraud & Abuse Identification, Provisions/Penalties, Prevention, Entities that Detect, Reporting

Pain Management

- Pain Treatment Plan, Tools, Therapies, Adverse Effects
- Barriers to Pain control, Special Populations

Sexual Harassment (Employees & Supervisors)

- Prevention, Reporting and Correction, Employer Liability

Workplace Diversity

- Characteristics Protected by Anti-Discrimination Laws, Harassment, Reporting, Correction

Workplace Violence

- Risk Factors, Prevention, Keeping Safe, Lateral violence

**Clinic Versions and Spanish Transcripts Available*

Continuing Education Package

Add the Continuing Education Package to the Silver or Gold Package to enhance knowledge and assist in meeting continuing education requirements for Nurses, Laboratory Technologists, Radiologic Technologists, and Respiratory Care Providers.

Private Course Library

Healthcare organizations all over the country are using *careLearning* and creating their own courses. Why start from scratch? As a *careLearning* customer, you will have free access to a webpage containing thousands of courses and tests that other users have created. Revise and customize them to meet your needs! Course titles include but are not limited to:

Abuse Reporting	Ebola Preparedness	Medication Administration
Active Shooter	Email Etiquette and Security	Meningitis
Alzheimer's Disease	Emergency Preparedness	Missing or Abducted Child
Amputation	EMTALA	Moderate Sedation
Anticoagulant Therapy	Ethics	MRI Safety
Bariatric	FACTA Red Flags	MRSA
Bed Bugs	Fall Risks and Prevention	Nursing Competencies
Behavioral Health	Forensics	Obesity
Blood Administration	Harassment	Occurrence Reporting
Board Compliance	Heart & Brain Attack	Organ and Tissue Donation
Board Oversight	HIPAA	Pain Management
Breastfeeding	Hospice Concerns	Palliative Care
Care Planning	Hypoglycemia	Patient Care
Central Line Orientation	Hypoglycemia for Radiology	Patient Identification
Chemotherapy	ICD-10	Patient Safety Goals
Child Abuse	Identity Theft	Pediatric Emergency
Civil Rights	Incident Command System	Pharmacy Preparedness
Code of Conduct	Influenza	Phlebotomy
Communication	Instructional Design	Phone Etiquette
Computer Security	Instrument Cleaning	Quality Improvement
Core Measures	Integrity	Risk Management
Corporate Compliance	Lab Quality Control	Sanitation
Cross Contamination	Laser Safety	Sepsis
Cultural Diversity	Lift Devices	Sharps Injury Prevention
Customer Service	Listening	Smoking Cessation
Dependent Adult Abuse	Malpractice	Social Media Training
	Mandatory Reporting	Stroke Care
	Medical Gases	Suicide Risk and Assessment
	Medicare	Tracheostomy
		Universal Protocol
		Workplace Violence
		Wound Care

Learning Management System

The Learning Management System is designed to quickly assign education, provide a platform for that education, and automatically track completion. Here is a look at some of the key functionality:

Provide Customized Education:

- In addition to courses written, maintained, and provided by careLearning, you can create your own courses or load courses purchased from outside content providers.
- Take advantage of our full course catalog in which we partner with industry-leading experts to provide an easy means of supplementing educational needs.

Enrolling Employees & Assigning Courses:

- Quickly bulk load employees with data from an existing system or add them manually as needed.
- Automatically assign courses based on job codes, departments, new hire status, custom groups, or by individual need.

Automatic Course Tracking & Reporting:

- Access hundreds of memorized reports, presented in an easy comprehensive way.
- User Access Controls – Administrators, Managers, Employees, etc.
- Organize Learning Activities into groups. Examples might include Mandatory, Elective, or specific topic areas such as Nursing, Infection Control, etc.

Instructor-Led Course Tracking:

- Post dates, times, and locations of classroom activities on a centralized calendar.
- Pre-registration and Self-registration available.
- Manage waitlists, reminders, certificates, rosters, etc.
- Track in-house and external educational events.
- ID Badge Scanning available.

Licensures/Certification Expiration Management:

- Track anything with an expiration date.
- Assign education based on upcoming expirations.
- Reporting based on expiration types, dates, or individuals.

System Integration:

- Import data from other systems into careLearning for reporting purposes, including historical data from previous LMS systems.
- Export data from careLearning for use within other systems, such as Performance Management or other Human Resource-based products.

System Reliability:

- All participation information is protected by our secure system.
- Data is hosted in a state-of-the-art data center with load-balanced, redundant web servers. Uptime is 99.99%
- All maintenance is pre-scheduled and notifications to our customers are made in advance. Most maintenance occurs in the pre-dawn hours on Saturday or Sunday.

Customer Service

As a member service of hospital associations, it is our mission to be the leader in terms of customer service and careLearning site-administrator training in our industry.

- All customer service representatives have been with careLearning for a decade or more and are very well versed with our products, processes, and serving the healthcare community.
- You will be assigned a specialist to assist you through implementation and training. That person will become your main point of contact and will know you and your account needs to be able to service you faster.
- Regional and State User Group meetings are available.
- Free learning webinars concentrating on various aspects of our system
- Online information center will allow you to find articles on use case-scenarios and easy access to view scheduled events and documents.

Pricing Quote

Prepared for Mangum Regional Medical Center

Pricing Summary

careLearning is honored to have been requested to give a formal pricing quote on our Learning Management System to Mangum Regional Medical Center.

The annual Silver Package price is \$2,475.

You will find a more detailed breakdown on the pricing in the area below. Discounts are available with multi-year contracts.

Pricing Detail

careLearning (Learning Management System)

Silver package includes: 250 seats for Regulatory Series	\$2,475
Customer support (unlimited)	Included
Continuing Education Package	Included
Administrative training	Included
Content customization	Included
Full Tracking and Reporting Capabilities	Included
eRegistrar	Included
Unlimited Private Courses	Included
Implementation/Setup Fees	Included
Total Annual Cost With System Discount of 10%	\$2,475

Application of Multiple Year Discounts for Silver Package

Term	Annual	Per Seat Per Year
1 Year contract	\$2,475.00	\$9.90
3 Year contract	\$2,289.38	\$9.16
5 Year contract	\$2,227.50	\$8.91

Prepared: 09/28/2022. Quote is good for 30 days.

Pricing Quote

Prepared for Mangum Regional Medical Center

Pricing Summary

careLearning is honored to have been requested to give a formal pricing quote on our Learning Management System to Mangum Regional Medical Center.

The annual Gold Package price is \$3,825.

You will find a more detailed breakdown on the pricing in the area below. Discounts are available with multi-year contracts.

Pricing Detail

careLearning (Learning Management System)

Gold package includes: 250 seats for Regulatory Series 250 seats for Compliance Series	\$3,825
Customer support (unlimited)	Included
Continuing Education Package	Included
Administrative training	Included
Content customization	Included
Full Tracking and Reporting Capabilities	Included
eRegistrar	Included
Unlimited Private Courses	Included
Implementation/Setup Fees	Included
Total Annual Cost With System Discount of 10%	\$3,825

Application of Multiple Year Discounts for Gold Package

Term	Annual	Per Seat Per Year
1 Year contract	\$3,825.00	\$15.30
3 Year contract	\$3,538.13	\$14.15
5 Year contract	\$3,442.50	\$13.77

Prepared: 09/28/2022. Quote is good for 30 days.